

2Ring Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version: 2Ring Gadgets for Cisco Finesse v4

Product Description: Add on to Cisco Finesse, the agent and supervisor desktop for Cisco Customer Care solutions.

Report Date: May 20, 2019

Contact Information: info@2Ring.com

Notes: NA

Evaluation Methods Used: The following testing was done on a Windows 10 and standard keyboard.

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Summary Table – Voluntary Product Accessibility Template

Standard/Guideline	Included in Report	Remarks and Explanations
W3C WCAG 2.0 Level A and AA for Web application	Included	Agent and Supervisor
W3C WCAG 2.0 Level A and AA for Web application	Included	Administration
Section 508 Chapter 3: Functional Performance Criteria	Included	
Section 508 Chapter 4: Hardware	Not Applicable	
W3C WCAG 2.0 Level A and AA for Software Application	Not Applicable	
Section 508 Chapter 5: Software	Included	
W3C WCAG 2.0 Level A and AA for Documentation	Included	
Section 508 Chapter 6: Support Documentation and Services	Included	

W3C WCAG 2.0 Level A & AA for Web Application – Details for Agent & Supervisor

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	There is no pre-recorded audio only or video only content.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	There is no pre-recorded audio only or video only content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	There is no pre-recorded audio only or video only content.
1.2.4 Captions (Live) (Level AA)	Not Applicable	There is no live audio or video content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	There is no pre-recorded audio content.

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Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	Does not Support	
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Supports	
1.4.3 Contrast (Minimum) (Level AA)	Supports	
1.4.4 Resize text (Level AA)	Supports	
1.4.5 Images of Text (Level AA)	Supports	
2.1.1 Keyboard (Level A)	Supports	
2.1.2 No Keyboard Trap (Level A)	Supports	
2.2.1 Timing Adjustable (Level A)	Supports	
2.2.2 Pause, Stop, Hide (Level A)	Supports	
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	
2.4.1 Bypass Blocks (Level A)	Supports	
2.4.2 Page Titled (Level A)	Supports	
2.4.3 Focus Order (Level A)	Supports with Exceptions	Some focus orders are not logical.
2.4.4 Link Purpose (In Context) (Level A)	Supports	
2.4.5 Multiple Ways (Level AA)	Supports	
2.4.6 Headings and Labels (Level AA)	Supports	
2.4.7 Focus Visible (Level AA)	Supports	
3.1.1 Language of Page (Level A)	Supports	
3.1.2 Language of Parts (Level AA)	Not Applicable	There are no multiple languages phrases on a page.
3.2.1 On Focus (Level A)	Supports	

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Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A)	Supports	
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.1 Error Identification (Level A)	Supports	
3.3.2 Labels or Instructions (Level A)	Supports	
3.3.3 Error Suggestion (Level AA)	Does not Support	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	
4.1.1 Parsing (Level A)	Supports	
4.1.2 Name, Role, Value (Level A)	Supports with Exceptions	Some elements do not have corrected Name, Role and Value.

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W3C WCAG 2.0 Level A & AA for Web Application – Details for Administration

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	There is no pre-recorded audio only or video only content.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	There is no pre-recorded audio only or video only content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	There is no pre-recorded audio only or video only content.
1.2.4 Captions (Live) (Level AA)	Not Applicable	There is no live audio or video content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	There is no pre-recorded audio content.
1.3.1 Info and Relationships (Level A)	Supports	Some form elements and data tables do not fully support screen reader software. Some headings are not in logical hierarchy order.
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Not Applicable	There is no audio content
1.4.3 Contrast (Minimum) (Level AA)	Supports	
1.4.4 Resize text (Level AA)	Supports	
1.4.5 Images of Text (Level AA)	Supports	
2.1.1 Keyboard (Level A)	Supports	
2.1.2 No Keyboard Trap (Level A)	Supports	
2.2.1 Timing Adjustable (Level A)	Supports	
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	

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Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	
2.4.1 Bypass Blocks (Level A)	Supports	
2.4.2 Page Titled (Level A)	Supports	
2.4.3 Focus Order (Level A)	Supports	
2.4.4 Link Purpose (In Context) (Level A)	Supports	
2.4.5 Multiple Ways (Level AA)	Supports	
2.4.6 Headings and Labels (Level AA)	Supports	
2.4.7 Focus Visible (Level AA)	Supports	
3.1.1 Language of Page (Level A)	Not Applicable	Only English version of the administration UI is available.
3.1.2 Language of Parts (Level AA)	Not Applicable	There are no multiple languages phrases on a page.
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Supports	
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.1 Error Identification (Level A)	Supports	
3.3.2 Labels or Instructions (Level A)	Supports	
3.3.3 Error Suggestion (Level AA)	Does not Support	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	
4.1.1 Parsing (Level A)	Supports	
4.1.2 Name, Role, Value (Level A)	Does not Support	

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Section 508 Chapter 3: Functional Performance Criteria – Detail

Chapter 3: [Functional Performance Criteria](#) (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision. Where a visual mode of operation is provided, OCT shall provide at least one mode of operation that does not require user vision.	Supports with Exceptions	The product does not fully support users without vision, please see “W3C WCAG 2.0 Level A and AA for Web Application” Table for more details.
302.2 With Limited Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Supports with Exceptions	The product does not fully support users with limited vision, please see “W3C WCAG 2.0 Level A and AA for Web Application” table for more details.
302.3 Without Perception of Color. Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Supports with Exceptions	The product does not fully support users without perception of color, please see “W3C WCAG 2.0 Level A and AA for Web Application” table for more details.
302.4 Without Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that doesn’t require user hearing.	Supports	
302.5 With Limited Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	Supports	
302.6 Without Speech. Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Supports	
302.7 With Limited Manipulation. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Supports	

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Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports with Exceptions	Support for users with limited language, cognitive, and learning abilities vary and depends on the user's experience.

Section 508 Chapter 5: Software - Detail

Chapter 5: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0	Supports with Exceptions	For exceptions, see “W3C WCAG 3.0 level A and AA for Web Application” table.
<u>502 Interoperability with Assistive Technology</u>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features. Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Supports	
502.2.2 No Disruption of Accessibility Features. Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Supports	
<u>502.3 Accessibility Services</u>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information. The object role, state(s), properties, boundary, name and description shall be programmatically determinable.	Supports with Exceptions	Descriptions are not programmatically determinable.
502.3.2 Modification of Object Information. States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Does not Support	

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Criteria	Conformance Level	Remarks and Explanations
502.3.3 Row, Column, and Headers. If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns shall be programmatically determinable.	Supports	
502.3.4 Values. Any current values(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Does not Support	
502.3.5 Modification of Values. Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Does not Support	
502.3.6 Label Relationships. Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.	Does not Support	
502.3.7 Hierarchical Relationships. Any hierarchical (parent-child) relationship that a component has a container for, or being contained by, another component shall be programmatically determinable.	Supports	
502.3.8 Text. The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Supports	
502.3.9 Modification of Text. Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Does not Support	
502.3.10 List of Actions. A list of all actions that can be executed on an object shall be programmatically determinable.	Does not Support	
502.3.11 Actions on Objects. Applications shall allow assistive technology to programmatically execute available actions on objects.	Does not Support	
502.3.12 Focus Cursor. Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Supports	

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Criteria	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor. Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	Does not Support	
502.3.14 Event Notification. Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.	Does not Support	
502.4 Platform Accessibility Features	Supports with Exceptions	9.3.3,4,5 - Supports 10.6.7,8 - Does not Support 10.6.9, 7.1 - Supports
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences. Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.	Does not Support	These preferences are set by the application.
503.3 Alternative User Interfaces. Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	Not Applicable	There is no alternate user interface used as assistive technology for this product.
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls. Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.	Not Applicable	The product does not have multimedia component.
503.4.2 Audio Description Controls. Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.	Not Applicable	The product does not have multimedia component.
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required

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Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”). Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility.	Not Applicable	This product is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion. Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.	Not Applicable	This product is not an authoring tool.
504.2.2 PDF Export. Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1)	Not Applicable	This product is not an authoring tool.
504.3 Prompts. Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by authoring tool.	Not Applicable	This product is not an authoring tool.
504.4 Templates. Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of templates uses for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	This product is not an authoring tool.

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W3C WCAG 2.0 Level A & AA for Documentation - Detail

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports with Exceptions	Images have no full text alternative
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	There is no pre-recorded audio only or video only content.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	There is no pre-recorded audio only or video only content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	There is no pre-recorded audio only or video only content.
1.2.4 Captions (Live) (Level AA)	Not Applicable	There is no live audio or video content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	There is no pre-recorded audio content.
1.3.1 Info and Relationships (Level A)	Supports	
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Supports	
1.4.3 Contrast (Minimum) (Level AA)	Supports	
1.4.4 Resize text (Level AA)	Supports	
1.4.5 Images of Text (Level AA)	Supports	
2.1.1 Keyboard (Level A)	Supports	
2.1.2 No Keyboard Trap (Level A)	Supports	
2.2.1 Timing Adjustable (Level A)	Supports	
2.2.2 Pause, Stop, Hide (Level A)	Supports	
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	

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Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A)	Not Applicable	Note: Not Applicable for non-web documentation.
2.4.2 Page Titled (Level A)	Supports	
2.4.3 Focus Order (Level A)	Supports	
2.4.4 Link Purpose (In Context) (Level A)	Supports	
2.4.5 Multiple Ways (Level AA)	Not Applicable	Note: Not Applicable for non-web documentation.
2.4.6 Headings and Labels (Level AA)	Supports	
2.4.7 Focus Visible (Level AA)	Supports	
3.1.1 Language of Page (Level A)	Not Applicable	
3.1.2 Language of Parts (Level AA)	Not Applicable	
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Supports	
3.2.3 Consistent Navigation (Level AA)	Not Applicable	Note: Not Applicable for non-web documentation.
3.2.4 Consistent Identification (Level AA)	Not Applicable	Note: Not Applicable for non-web documentation.
3.3.1 Error Identification (Level A)	Supports	
3.3.2 Labels or Instructions (Level A)	Supports	
3.3.3 Error Suggestion (Level AA)	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	
4.1.1 Parsing (Level A)	Supports	
4.1.2 Name, Role, Value (Level A)	Supports	

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Section 508 Chapter 6: Support Documentation and Services - Detail

Chapter 6: [Support Documentation and Services](#)

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features. Documentation shall list and explain how to use the accessibility and compatibility features required by Chapter 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Does not Support	There is no specific accessibility features documentation.
602.3 Electronic Support Documentation. Documentation in electronic format, including Web-based self-services support, shall confirm to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0.	Supports with Exceptions	For exceptions, please see “WCAG 2.0 Level A and AA for Documentation” table.
602.4 Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon requests.	Not Applicable	Electronic format is used for documentation.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Supports	Contact 2Ring team via email, info@2Ring.com for more information.
603.3 Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Supports	2Ring conforms through equal facilitation. Customers may reach 2Ring Service Desk via Phone, Email, or Web Form.

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Supporting Feature (Status) Terminology

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** The product does not fully meet the intent of the criteria but provided some level of access relative to the criteria.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion.

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